

STATE CONTROLLER'S OFFICE
21st CENTURY PROJECT
P. O. BOX 942850
Sacramento, CA 94250-5878

DATE: April 6, 2005

21st Century Project Letter #05-005

TO: 21st Century Project Department Liaisons

RE: **BENEFITS ADMINISTRATION QUESTIONNAIRE**

This is a request for information from the 21st Century Project, Focus Group Study. At this time, we are asking department representatives to participate in a benefits administration questionnaire, which will be completed and submitted to the State Controller's Office.

As the designated department liaison, we need your assistance to coordinate the distribution and collection of the questionnaire from the benefit subject matter experts (SME) within your department. We hope to receive department feedback on the questionnaire by **April 19, 2005**.

Background

The 21st Century Project has identified business requirements for the benefits administration functionality for a new Human Resource Management System. The new system will automate benefits administration, and will include determination of employee eligibility for benefits, online enrollment capabilities, and enhanced maintenance of benefit processes (e.g. greater access to benefit information, coordination between benefits, improved open enrollment, etc.)

Information is being gathered from various stakeholders who participate in the benefit process including: Department of Personnel Administration, California Public Employees Retirement System, Personnel/Payroll Operations, and state departments. The State Controller's Office Business Case Benefits Study has also provided information about department business processes.

Department-specific business practices relating to benefits administration are being considered for purposes of system design. For areas where departments have an administrative role (tasks they must perform), we are interested in knowing specific business processes, issues, and concerns you may have relating to benefit processing.

Distributing the questionnaire

Department liaisons represent a single point of contact within the department for distribution and collection of information. **This letter should be distributed by the department liaison and shared with the department SME.** Questionnaires should then be completed by the person(s) responsible for benefits administration within the department.

The questionnaire can be completed using the online form or Word document provided on the 21st Century Web site located on the Department Liaison Web page at:
<http://www.21stcentury.ca.gov/deptliaison/index.shtml>.

The Department Liaison Web page contains a table (example below) that provides access to an Online form, which is submitted directly to the 21st Century Project, or a Word version that can be opened and sent as an attachment to the department SME for completion. Hard copies of the Word version can also be printed and distributed.

21st Century Project Letters

Listed below are [21st Century Project Letters](#) that are related to establishing, or directly addressed to, Department Liaisons. As project activities progress, online surveys and printable surveys will also be available on this Web site.

Number	Subject	Date	Online Form	Word Version
05-005	Benefits Administration Questionnaire	04/06/05	Online	Word
05-004	Department Survey of Interest	03/28/05	Online	NA
05-002	Department Liaison Update	03/07/05		
05-001	Request for Department Liaisons	02/08/05		
04-007	Department Liaisons	12/22/04		

← Access to Online or Word version.

Completing and submitting the questionnaire

Completing the online form:

Complete the "Online" form at <http://www.21stcentury.ca.gov/deptliaison/benefitform.shtml>. Upon submission, you will receive a confirmation message.

Working with the Word Document:

- 1) Click on the Microsoft Word version and type your answers directly into the Word document, then use the "Save as" command to save the document in a file. Email the document as an attachment to 21stCentury@sco.ca.gov, or print and fax your form to the State Controller's Office at (916) 324-7265.

OR

- 2) Print the Microsoft Word version, handwrite your answers, and fax the form to the State Controller's Office at (916) 324-7265.

If you have questions regarding this questionnaire, you may send an email to 21stCentury@sco.ca.gov or call Pat Quinn at (916) 324-7285. Your expertise is invaluable to the 21st Century Project. We thank you and appreciate your contribution.

Don Scheppmann, Chief, Business Operations
21st Century Project